



Customer/Patient

Service Standards

WHAT WE DO

Care.

No matter what.

 Planned
Parenthood®
Care. No matter what.

HOW CAN WE CARE?







SERVICE STANDARDS

- ✓ **Clear the Slate**
- ✓ **Make a Connection**
- ✓ **Keep them in the Loop**
- ✓ **Confirm the Plan**
- ✓ **Ask for Feedback**
- ✓ **Acknowledge the Reality**
- ✓ **Open the Door**





Clear the
Slate

Come in each day with each patient having a **fresh perspective**. Take learnings from each day and experience and **apply it**.

How Can We Clear the Slate?





This is about ensuring we connect with our patients in a friendly and professional manner, especially being cognizant of ensuring proper use of their preferred names and preferred pronouns.

How Can We Make a Connection?





This is about ensuring we are
"Setting Expectations" with the
patient throughout their service
visit.

How Can We Keep the Customer/Patient in the Loop?





Confirm the
Plan

An extension to "Keeping them in the loop" and the "Setting of Expectations." We want to ensure based on that employee touchpoint and role in their visit **confirmation with the customer/patient on what to expect and/or the plan of care that will be completed.**

How Can We Confirm Customer/Patient Expectations and Plan of Care?





Ask for
Feedback

Checking for understanding of their plan of care and their visit needs through open/close ended questions, including "Are there any other questions you may have today?"

How Can We Check for Understanding?

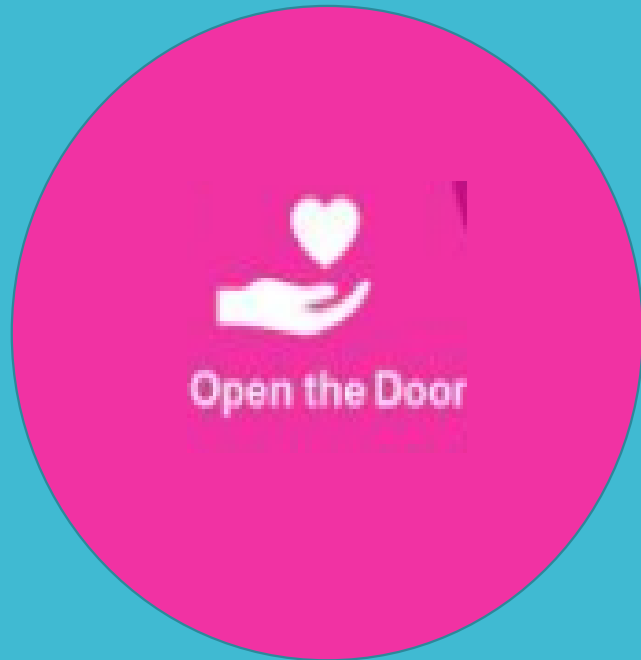




Ensuring we are being sensitive to each patient's very sensitive service need. We need to ensure we are **creating a safe space that is unbiased, nonjudgmental, inclusive, and that we are embodying empathy and sympathy** where and when needed.

How Can We Embody Empathy and Understanding?





Following the Service Standard model so that patients will feel that they received non-judgmental, unbiased and empathetic quality care in a safe environment with the hope that this will create a desire for them to keep the "door open" to return again in the future for the same and/or other services and share that within their network.

How Can We Follow the Service Model to “Keep the Door Open”?





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Community